I. Mission Statement
An emergency can arise at North Shore Community College at any time, from a variety of various sources. The North Shore Community College Emergency Response Plan is a procedural document for organizing, coordinating, and directing available resources toward the mitigation, preparedness, response and recovery in the event of an emergency.

The purpose of the plan is to provide information that will save lives during emergency events and hasten the resumption of normal campus operations during recovery process. An effective organization emergency response depends on an informed campus community whose members are familiar with campus procedures to understand their personal responsibility for emergency preparedness and response.

As with any document of this nature, the plan should be seen as a living text, subject to changes, updates, and revisions as the environment of the institution changes. What follows is North Shore Community College’s plan, which will be updated annually and available on the Campus Police webpage.

II. Crisis Administration

A. Emergency Response Team

Members

- President
- Vice President of Administration and Finance
- Vice President of Academic Affairs
- Vice President of Student and Enrollment Services
- Vice President of Institutional Advancement
- Vice President of Human Resources
- Police Chief
- Assistant Vice President of Facilities Operations & Services
- Chief Information Officer
Director of Public Relations & New Media
Disaster Recovery Committee Liaison (Assistant Vice President Budget & Planning)

Responsibilities
- Gather, confirm and evaluate incident information
- Determine and implement tactics/actions
- Implement standing operating policies & procedures
- Coordinate Response
- Manage and track resources
- Update and communicate with Executive Staff
- Support on going critical needs
- Issue public information reports and instructions
- Link to local, state, and federal emergency coordination centers
- Serve as liaison to governmental agencies and external organizations
- Coordinate after action response with Disaster Recovery Committee
- Debrief and review outcomes for policy and procedural review
- Meet in the event of a possible impending emergency for proactive planning
- Test the response plan and equipment

Structure
The Emergency Response Team Leader (ERTL) is the Assistant Vice President of Facilities Operations & Services who shall designate a chain of command. Understanding that emergencies are clearly unpredictable the initial response will likely be undertaken by Facilities Staff, Campus Police or others guided by policy, procedures, training, expertise, and experience.

Information gathering, mobilizing resources, providing direction and notifying the College Community are critical in the early stages of an event. Therefore, the Emergency Response Team though the team leader is authorized to make decisions that may have institution wide impact in an effort to protect life, minimize property damage and safeguard the College Community.

It shall be the Emergency Response Team Leader’s responsibility to notify the designated Executive Staff members of an event and the actions being taken in a reasonable and responsible time frame.

NOTE: The College acknowledges that under conditions that requires the response of external public safety departments or agencies (EX: State Police, State Fire Marshal, Municipal Police & Fire, Federal Law Enforcement/Agencies, etc.) in such situations the College may have to relinquish all or a portion of its authority to respond to, manage or communicate information regarding the event/incident.
Meeting Schedule
The team will meet as needed with a goal of updating the plan annually.

B. College Staff Responsibilities

College Employees may be assigned to assume temporary roles outside of their normal duties and responsibilities to assist in responding to the emergency by the ERTL.

C. Emergency Coordination Centers

Locations
In cases of general widespread emergencies the Assistant Vice President of Facilities Operations & Services and/or the Chief of Campus Police will activate the Emergency Coordination Center (ECC) as needed that shall serve as the workspace for the Emergency Response Team. Typical locations are:

Danvers Campus
- Friends Building
- Presidents Board Room

Lynn Campus
- LW108
- MBTA Campus Police Complex
- Modular Building

Beverly Campus
- Small Training Room

ECC Equipment
The ECC shall have easy access to:
- Telephone handsets
- 2 Phone lines with NSCC switchboard bypass capability; 5 in total
- Fax Machine
- Cell phone
- Computers and networked printer
- Wired and wireless computer network connection
- Television with Cable Access
- Campus Map
- Backup power source

Portable Resources
Pre-packaged kits of items shall be available for use during any emergency event. These emergency equipment kits shall be stored in pre-determined locations on all of the College Campuses:
- A laptop computer
III. The Plan

A. Levels of Emergency

An emergency is an unplanned event that can range from minor to catastrophic. By defining a general level of response to unforeseen or emergency events a framework is established in which the event is managed. The following levels have been established to assist in responding to incidents or events:

Level 1
A minor department or building event/incident that can be resolved by the responding service unit. This may result in calling in personnel and notifying the department where the problem occurred. (Example: Physical Plant responds to a broken water pipe).

Level 2
A department or building incident that can be resolved with existing College resources or limited outside assistance. A Level 2 incident is usually a one-dimensional event that has a limited duration and some impact on the campus beyond those using the space/building in which it occurred. (Example: Minor chemical or fuel oil spills, building loss of heat or electricity for several hours, or a minor fire confined to a room and not involving hazardous chemicals, Telecommunications failure, etc.)

Level 3
Events primarily involving people rather than infrastructure. In particular, many student issues can become quite complex because of varied institutional and student support responses that must be coordinated. (Examples: Active Shooters, Assaults, Sexual Assaults, Building/Office Occupation, Bias and Hate Crimes, Bomb Threats, Controversial Speakers). In these situations specific departmental plans may be implemented and the level of response may be elevated commensurate with the magnitude of the event.

Level 4
A major emergency that impacts a sizable portion of the campus and/or outside community. Level 4 emergencies may be single or multi-hazard situations and often require considerable and timely coordination both internal and external to the College.
Level 4 emergencies also include imminent events on campus or in the general community that may develop into a major College crisis or a full disaster. (Examples: Heating plant failure, extended power outage, severe storms, major fire, significant chemical hazard, contagious disease outbreak or domestic water contamination.)

**Level 5**
A catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution of the crisis, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources. (Example: Earthquake, major hurricane or act of terrorism, which would require state and federal assistance.)

**B. Response**

**Initial Notification**
In the event of an emergency contact North Shore Community College Campus Police at extension 6222 on campus or 781-477-2100 if using cell or an outside phone. The non-emergency number to the North Shore Community College Police is extension 6209 on campus or 781-593-7032 if using cell or an outside phone. If called the Campus Police Dispatcher will make appropriate fire and/or medical rescue calls and will notify the Officer-in-Charge (OIC). The OIC will make the initial determination of necessary resources and if the Emergency Response network needs to be activated as per the Specific Responses noted in the next section.

**Specific Responses**

**Level 1 or 2 Incidents**
Level 1 events typically are reported by the departments involved (Facilities Management for building issues, Telecommunications for telephone problems, etc.) or the effected individual(s) and are handled based upon established departmental practices. A Level 2 incident will be handled in a similar way and may necessitate several departments being involved in order to re-establish normal operations.

**Level 3**
Appropriate members of the Emergency Response Team will assess and address complex situations involving people and determine whether part of or if the entire team should be called together. In the event the scope of the incident is significant the Assistant Vice President of Facilities Operations & Services/Emergency Response Team Leader may elevate the response level to a 4-5 response. (Examples: Active Shooters, Assaults, Sexual Assaults, Building/Office Occupation, Bias and Hate Crimes, Bomb Threats, Controversial Speakers).

**Level 4-5**
When a Level 4 or 5 emergency has been declared the Assistant Vice President of Facilities Operations & Services/Emergency Response Team Leader will immediately notify members of the Emergency Response Team and assemble them at an identified location or facilitate a conference call.
Prior to the assembling of the Emergency Response Team on scene responders are authorized to make necessary operational decisions and to commit resources to mitigate and control the crisis. The Office of Facilities Management or the Campus Police Department may also direct other departments to provide assistance, on an emergency basis, including requiring that staff be pulled off less critical assignments to assist their personnel.

**Executive Staff – Emergency Closing Guideline**

**Elective Closing**
A closing short in duration, typically twenty-four hours or less. Traditionally, elective closings occur during periods of hazardous weather, in response to a troubling incident, during a building system failure or for a college event. The President with input from the appropriate staff shall make the determination as to whether the college will be closed in whole or in part. Examples:
- Hazardous Weather – Snow Storm, Hurricane, etc
- Community Emergencies – Local Fire, Traffic Accident, Infrastructure Failure
- Threat – Bomb, Attack

**Closing/Relocation**
As a consequence of some type of significant accident or building structural failure which will necessitate the closing of the effected facility or some portion for a period of time and may require the relocation of classes, services or activities; or an elective closing of some duration in response to a significant community emergency. The Executive Staff shall collaborate and as necessary consult with other appropriate staff to determine the college recovery strategy and/or the duration of the closure. Examples:
- Fire/Explosion – College Structure
- Major – Basic Service Failure/Environmental System Failure
- Major – Structure Damage/Failure – Roof Collapse, Structural Damage, Major Flooding
- College Specific Epidemic

**Emergency Declaration – Municipality/State/Region**
In the event of a Community, State, or Regional declared emergency when the college as a whole or part is either requested or required to be closed by the Governor or Municipal Government Leaders. The Executive Staff shall collaborate to determine the appropriateness of requests made of the college. In the event the college is directed to close by the Governor, the Executive Staff shall determine the best method of communicating the closure to the college community and as necessary the best method of evacuation. Examples:
- Community Emergency/Shelter Request
- Extreme Environmental Condition
- Nuclear Attack/Accident/Terrorism
- Pandemic, Epidemic, or Disease
- Governor’s Proclamation
Emergency Declaration – National

In the event of a National Emergency and the college is directed by the Federal Government to close the Executive Staff shall collaborate to determine the best method of communicating the closure to the college community and as necessary the best method of evacuation. Examples:
- War/Terrorism
- Pandemic, Epidemic, or Disease
- U. S. Presidential Proclamation

Declaration of an Emergency Condition
The ERTL, the President or his/her designee shall declare a state of College Emergency when he/she deems it necessary to initiate emergency protocols or operations and/or to close the College in all or part. The ERTL, the President or designee shall declare an end to the state of emergency when appropriate. Once an emergency is declared the ERTL or his/her designee shall notify the Vice Presidents who will in turn notify the effected staff and students.

Departmental Responses
In the event of the activation of the Emergency Response Plan many Departments have pre-determined responsibilities listed below. Other department may be asked for assistance as needed.

President
- May be required to declare a College state of emergency; make other decisions and give direction as required.

Vice President - Administration & Finance / Administrative Services
- May be required to declare a College state of emergency; make other decisions and give direction as required.
- Assistant Vice President - Budget & Planning
  - While the event is in-progress act as the liaison responsible for intercommunication with the Executive Staff.
  - Liaison to the Disaster Recovery Committee

Facilities Management
- Mitigate facility and grounds damages and restore to functional level
- Provide emergency equipment.
- Coordinate response with municipal, state and federal agencies.
- Assist Campus Police with creating a safety perimeter at the site of the emergency.
- Coordinate dining services for dislocated personnel, emergency workers and others as needed.

Campus Police Department
- Handle law enforcement, crowd control, evacuation, site security, and mobile communications.
- Initiate Immediate Threat Communications & Clery compliance requirements (Refer to Crime Awareness and Campus Security Act
Document and Policies/Procedures for additional guidance. See Appendixes 2 & 3).
  o Oversee EMS in treating immediate injuries and establishing a Medical Command in multi-injury situations.
  o Serve as liaison with on-site Police, Fire and Medical incident command personnel
  o Provide key access to buildings and property.

- **Auxiliary Services**
  o Provide courier services.
  o Provide printed material as directed (letters to parents, posters, temporary procedures, etc.).

- **Chief Information Officer**
  o Coordinate temporary telephone, fax, and computer hookups.
  o Administer mass messaging system.
  o Arrange access to phone bank and assist as necessary.
  o Create temporary identification/access credentials as requested

**Vice President – Academic Affairs**
- Coordinate rescheduling of classes
- Communicate information to Faculty.
- **Academic Deans and Chairs**
  o Identify and resolve instructional issues.
  o Coordinate necessary faculty resources.
  o Inform internal and external audiences about cancelled events.

**Vice President – Institutional Advancement**
- **Director of Public Relations & New Media**
  o Activate Crisis Communication Plan in accordance with The Crisis Communication Policy & Procedure. (See appendix 1)
  o Initiate emergency messages to Campus Community
  o Handle media response.
  o Distribute information to internal and external audiences via Web, social media phone, email, mail etc.

**Vice President – Students and Enrollment Services**
- **Dean of Students**
  o Provide guidance for potential student disciplinary/judiciary matters.
- **Student Support Center**
  o Provide mental health counseling and assist employees and students in coping with trauma.
- **Health Services Coordinator**
  o Provide medical support.
  o Coordinate with first aid services.
  o Assist in providing services to those with minor injuries and provide trauma support.
  o May be asked to assist/provide onsite medical triage.
  o Coordinate with CDC, DPH and other external agencies.
- **Director of Student Life**
  - Coordinate use of athletic facilities as a staging area and/or temporary shelter.

**Vice President – Human Resources/Affirmative Action/Payroll**
- Activate Employee Assistance as appropriate
- Administer payroll & leave use issues.
- Provide guidance for potential employee related matters.

**C. Emergency Communications**

Timely and accurate communication with the campus community during a Level 3, 4 or 5 emergency is essential. External communications shall be guided by the College Crisis Communication Plan.

**D. Debriefing**

Upon the resolution and recovery from the event the Emergency Response Team will convene to conduct a critical incident review in an effort to improve our response to future emergencies and incidents.
F. Review Dates

- Plan Accepted – May 31, 2007
- Reviewed – May 2008
- Reviewed – May 2009
- Reviewed – September 2010
- Reviewed – August 2011
- Reviewed – December 2012
- Reviewed – December 2013